

Fees and Actions

Permitted users will get one free false alarm. The second alarm and all subsequent false alarm alarms will result in a fine, plus cost of a service charge, and any additional court fees.

Police cost of service: \$90/call + \$50 fine

Fire cost of service: \$250/call + \$50 fine

Having 7 or more police alarms could result in:

- The potential revocation of permit
- Ordinance and/or board summons
- Future alarms may be considered false and may require additional confirmation prior to response



For more information

This brochure is meant as a general summary not a comprehensive guide to all Ordinance 5729 and regulations related to false alarms. For more information please visit our website at:
<https://www.memphistn.gov/government/law/city-alarms-office/>

Alarm System Supplements

The alarm system you choose should have the following items included with the alarm:

- Underwriter Laboratories {UL} or Factory Manual {FM}
- An automatic entry and exit delay system
- Test-system that allows users to test the system internally for malfunctions.
- A surge protector to prevent power outages due to harsh weather conditions
- Backup power or battery system that prevents activations in a power outage

Alarm User Registration

If you know your login information, account number and invoice number, you can access your account at alarmpayments.memphistn.gov.

Office information

Metro Alarm Office
125 N. Main, Suite 1B20
Memphis, TN 38103
(901) 636-6380

Hours:
Monday - Friday
8:30 am to 4:30 pm

Metroalarms@memphistn.gov



City of MEMPHIS

Metro Alarm Office



Open the camera app on your smart phone, scan it by centering it and holding it steady. Tap the notification to open the link.

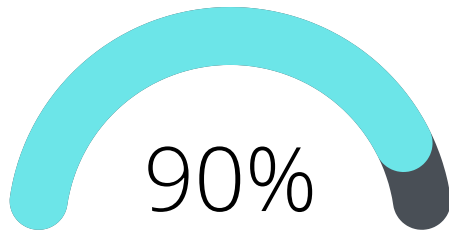


False Alarms

False alarms over the years have become a plague and in major cities like Memphis are an epidemic. The Metro Alarms Office's main function is to reduce the number of false alarms that officers and fire fighters respond to each year. These alarms cost first responders time and resources that need to go to actual emergencies.

The Metro Alarm Office aims to work with alarm operators (residents/businesses) to more responsibly use their alarm systems. The office also works with alarm companies to more reliably help service systems they sell. The office makes exceptions for those who are elderly or disabled. For more information on this please check our website.

The revised ordinance has been effective as of January 1, 2020.



of alarm calls are false alarms.
The city of Memphis received over
36,321 false alarms in 2020

What Is A False Alarm?

The activation of an alarm system through mechanical failure, malfunction, improper installation or through the negligence of the owner or user of the alarm system, which activation results in a response by a law enforcement agency. This means an alarm is considered a false alarm when law enforcement agencies respond to an alarm activity or a crime.

Alarm User Guide

As the user of the alarm, there are some guidelines to follow that may assist you in helping to reduce the number of false alarms generated by your alarm system:

- Use a licensed contractor trained in alarm system installation.
- Be sure that family and authorized users are trained in operating the alarm system. The licensed contractor installing your equipment should provide this training, along with instructional materials
- Implement and use a regular system maintenance schedule
- Develop a verification process with your alarm service company
- Have your system checked by a trained alarm technician on a regular basis
- Check Battery use once a year during daylight savings time.

"LET'S REDUCE FALSE ALARMS"

- Make sure everyone is familiar with the alarm system and functions.
- If you have a false alarm call your Alarm company as soon as possible.
- **DO NOT CALL 911 TO CANCEL ALARM ACTIVATIONS**
- Notify your alarm company of any and all updates/changes (new employees, terminating employees, name changes, house guests, maintenance checks)
- Be familiar with your alarm settings
- Routinely inspect and maintain systems
- Check for things that moving objects that trigger alarm systems: (insects, pets, balloons, hanging objects, drafts, etc.)
- Make sure it is not installed over furnaces and ovens
- Replace the battery when it is low
- Make sure you have a smoke detector that meets your needs
- Do not smoke near smoke detectors
- Make sure smoke detectors are in dry areas.

